

CF/MC - Telework Mail/Correspondence Process			
Core Business Function	Service Center		
Process	CF and MC - Telework Mail/Correspondence Process		
Job Roles	OCPC Clerical Staff, Telework CMET		
Date	05/30/14	Revision Date	01/11/18
<b>Purpose</b>			
<p>The following steps must be taken for a teleworker to process mail/correspondence as a result of their assigned tasks.</p> <p><b>Note:</b> The Batch Print Mode is used to forward correspondence to the customer with no connection to a task ID and will be used whenever feasible, to allow the CalWIN Print Vendor to automatically send the correspondence out. The Immediate Print Mode will continue to be available and will be used when correspondence is sent to the customer with a task ID to reference.</p>			
<b>Reminders for Eligibility Staff</b>			
<p>The following actions must be completed each time case action is taken:</p> <ul style="list-style-type: none"> <li>• Clears applicable systems, to assess case</li> <li>• Verifies customer address, household composition and phone number, at every contact</li> <li>• Reviews Client Correspondence in CalWIN and deletes any unnecessary correspondence</li> <li>• Processes all MEDS and CalWIN alerts</li> <li>• Reviews CalWIN Case Special Indicators; adds or end-dates Case Special Indicator record as appropriate</li> <li>• Enters detailed CalWIN case comments which should reflect case actions taken: <ul style="list-style-type: none"> <li>- For CalFresh - on the same day</li> </ul> </li> <li>• TMS Task may only be marked as Complete once eligibility: <ul style="list-style-type: none"> <li>- For CalFresh - is verified on CalWIN</li> <li>- For Medi-Cal - is verified on CalWIN, CalHEERS and MEDS</li> </ul> </li> <li>• Preps any documents associated with the case and forwards to clerical for imaging</li> </ul>			
<b>Distribution of Correspondence</b>			
Telework Case Maintenance Eligibility Technician (CMET)	<b>Batch Print Mode</b>		
	1. Generates client correspondence using "Batch" Print Mode, which allows the CalWIN Print Vendor to: <ul style="list-style-type: none"> <li>• Adds a 2D barcode, when applicable</li> <li>• Sends the correspondence to the customer in an envelope displaying the return address of the appropriate regional office</li> <li>• Includes the region specific, postage paid, return envelope</li> </ul>		
	<b>Immediate Print Mode</b>		
	1. Updates default printer to the designated CalWIN network printer at the Orange's Call and Processing Center (OCPC) for proper distribution by OCPC Office Technicians (OTs) 2. Generates client correspondence using "Immediate" Print Mode <ul style="list-style-type: none"> <li>• Client correspondence sent via "Immediate" Print Mode <b>will not</b> have the 2D barcode and will be prepped by OCPC OTs as requested via email by Telework CMET</li> </ul> 1. Sends an email to the TeleworkMail Outlook inbox, assigned to OCPC clerical staff for "Other" correspondence. Includes the following items on the subject line: <ul style="list-style-type: none"> <li>• [secure]</li> <li>• Case number</li> <li>• Task ID</li> <li>• Banked caseload number per CalWIN</li> </ul> Includes a description in the body of the email: <ul style="list-style-type: none"> <li>• A list of the forms that were printed</li> <li>• Information on how to handle the return to sender envelope</li> <li>• Customer name and address, if necessary</li> <li>• Any additional instructions, if needed</li> </ul>		
OCPC TMS Liaison/Designee	1. Receives email from Teleworker regarding clerical task 2. Assigns clerical task to designated OCPC staff and forwards original email from Teleworker		

OCPC Clerical Staff	<ol style="list-style-type: none"> <li>1. Receives clerical task via email</li> <li>2. Retrieves client correspondence via network printer(s) located at <b>OCPC</b></li> <li>3. Identifies case number, task ID and caseload number as displayed on client correspondence</li> <li>4. Sorts client correspondence to be mailed out per Region</li> <li>5. Obtains the corresponding regional envelopes (window/non-window and postage paid return envelopes)</li> <li>1. <b>Follows the instructions provided by Teleworker on how to handle the return to sender envelope</b></li> <li>2. Folds the client correspondence</li> <li>3. Inserts the folded client correspondence along with the completed return to sender envelope</li> <li>1. Delivers the outgoing client correspondence to the USPS pick up location</li> </ol>
<b>Other Considerations</b>	
N/A	